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Transportation

VEHICLE PARTS SUPPLY ORGANIZATION

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This PACAF Manual implements AFD 24-3, *Operation, Maintenance, and Use of Transportation Vehicles and Equipment* and adds to procedures in AFMAN 24-307, *Procedures For Vehicle Maintenance Management*. It provides guidance, establishes procedure, and assigns responsibility in the use of PACAF's Vehicle Parts Supply Organization at 3rd Transportation Squadron, Vehicle Maintenance Flight, Elmendorf AFB, Alaska. Deviations from procedures described in this manual are prohibited without written approval from HQ PACAF/LGT. Send requests for deviation, with justification, to HQ PACAF/LGTV, 25 E Street, Suite I326, Hickam AFB HI, 96853-5427. This manual does not apply to Air National Guard or US Air Force Reserve units.

Section A— Background

1. Overview: The PACAF Vehicle Parts Supply Organization (VPSO), located in the 3rd Transportation Squadron, Vehicle Maintenance Flight, Elmendorf AFB Alaska is established to provide an alternative source for the acquisition of non-MICAP commercial vehicle parts, commercial repair services, and special tools/equipment not available from the supporting Base Supply, local community, and the General Services Administration warranty tool program. VPSO accomplishes this by acquiring needed vehicle parts, repair services, and tools from local or continental US automotive vendors through the use of the International Merchant Purchase Authorization Card (IMPAC) or use of a Fund Cite Authorization (AF Form 616). VPSO is not for the purchase/replenishment of administrative/housekeeping supplies. Vehicle maintenance flights in need of a non-MICAP commercial vehicle part first exhaust local resources to obtain the part i.e., base supply, local commercial vendors, salvaged vehicles, etc. When these resources are exhausted, vehicle maintenance flights may purchase needed vehicle parts through the VPSO. Purchase requests to VPSO are accomplished by the flight's IMPAC Approving Official when costs are not expected to exceed \$2,500. Requests exceeding \$2,500 must be funded with an AF Form 616. Requests may be accomplished via telephone, Facsimile, or E-mail if available. The Approving Official confirms to VPSO that local resources were checked prior to contacting VPSO. VPSO personnel coordinate with commercial automotive vendors for availability of the requested part(s), purchase the part(s), and coordinate shipping the part(s) to the requester. VPSO also provides statistical data to using organizations for potential improvement of local resources.

2. Responsibilities:

2.1. HQ PACAF/LGTV will:

- Ensure that VPSO is assigned adequate manpower to provide responsive support.
- When necessary, act as a mediator to resolve conflicts between VPSO and users.
- Approve operational policy changes which effect VPSO's support to users.

2.2. 3rd Transportation Squadron will:

- Provide adequate office space and equipment to support VPSO.
- Ensure that qualified buyers are assigned to meet VPSO purchasing requirements.
- Establish internal control procedures for IMPAC purchases which meet VPSO user requirements.
- Initiate actions to ensure VPSO personnel maintain their mechanical skills.

2.3. 3rd Contracting Squadron will:

- Provide VPSO personnel IMPAC training.
- Perform IMPAC surveillance on VPSO personnel. Surveillance reports will be forwarded to the appropriate Contracting Squadron/office for necessary action.

2.4. 18th, 35th, 36th, and 374th Contracting Squadrons and US Army Contracting, Korea will:

- Based on customer adherence to applicable USAF or Army IMPAC procedural requirements, process applications for IMPAC account establishment for VPSO personnel supporting the Transportation Squadrons at their location. Cardholder applications will be submitted through the Approving Official at the flight the VPSO cardholder will be supporting.
- Review surveillance reports submitted by 3rd Contracting Squadron and take necessary action.

2.5. VPSO will:

- Research, purchase, and arrange shipping of vehicle parts and supplies requested by a VPSO customer.
- Make available upon request performance indicator reports of the VPSO function.
- Develop and make available to VPSO users a monthly status report on their use of VPSO.
- Comply with all applicable IMPAC procedural requirements.
- Develop procedures to ensure vendor receipts are sent to each using organization.
- Develop and make available to HQ PACAF/LGTV statistical data related to the use and operation of the VPSO function, i.e., number of purchases, total funds expended, shipments initiated, etc.
- Not combine purchases for more than one flight under a single IMPAC card transaction. Transactions must be made separately for each flight using only the card for that flight.
- Only make purchases based on receipt of a vehicle parts request signed by the Approving Official stating the parts for purchase to include a "Not to Exceed" amount.

- Develop and make available to VPSO users a consolidated list of all items ordered (past 12 months of data if available) to allow users to review for price and availability of parts prior to submitting requests.
- Mail the IMPAC Statement of Account (SOA) to the Approving Official (AO) within one (1) working day of receipt. Additionally, the SOA shall be faxed to the AO within one (1) working day of receipt. The cardholder shall retain a copy of the SOA for their IMPAC file.

2.6. Users of VPSO will:

- Provide funding for all purchases.
- Advise VPSO of IMPAC card balance upon request.
- Submit complete parts request in format requested by VPSO.
- Initiate follow-up request for parts status.
- Initiate tracer action on overdue shipments.
- Ensure that local Supply levels are verified prior to submitting a purchase request to VPSO.
- Upon prior coordination with VPSO, ship return core items to VPSO for credit using project code 777.
- Submit complete parts request, including Approving Official signature, and “Not to Exceed” amount to VPSO.
- Notify VPSO upon receipt of damaged or incomplete shipments.
- Establish IMPAC accounts through the local contracting squadron/office for VPSO personnel designated to support their unit. IMPAC account establishment shall be the responsibility of the Approving Official.
- Provide point of contact to include Name, Rank, DSN/Commercial FAX number, DSN/Commercial voice phone number, and E-mail address if available.
- Provide complete shipping address to include AMC Channel address, commercial express carrier shipping address, and local mailing address.
- Provide local Base Supply a list of NSN assigned parts ordered through VPSO for establishing demand levels locally.
- Track shipments, from date of shipment to date of receipt, and provide VPSO the average shipping time for AMC and commercial shipments.
- Notify the VPSO of any misdirected shipments and reship to the correct shipping destination as directed by the VPSO.
- Utilize to the greatest extent possible the parts acquisition historical data provided by VPSO to check price and availability of items desired prior to submitting request.
- Appoint an AO in accordance with the applicable IMPAC procedures. The AO shall be responsible to carry out all required duties.
- Ensure monthly cardholder statements are received and approving official statements are accomplished within 12 days after receipt.
- Retain cardholders supporting documentation for a period of 13 months.

3. VPSO Purchase Priorities in Order of Precedence:

- Parts requests for non-MICAP commercial vehicles not mission capable.
- Parts cost and availability requests for non-MICAP commercial vehicles not mission capable.
- Deferred parts that do not cross to a NSN, or the NSN is source coded for local purchase.
- Deferred parts costs and availability requests.
- Working stock items that are not cost effective to be added to base supply benchstocks because of low consumption.
- Special shop tools and equipment required for new vehicles or to meet safety and environmental requirements when items are not available from supporting base supply and/or General Services Administration warranted tool program.

4. VPSO Goals: The following paragraphs depict the goals VPSO personnel strive for in meeting the customers' needs and expectations.

- 4.1. Parts for commercial vehicles not mission capable which are available in the local area are purchased, received, and delivered to the shipper within eight duty hours of receipt of parts request.
- 4.2. Price and availability requests for commercial vehicles not mission capable are accomplished and returned to the requester within 16 duty hours after receipt of parts request.
- 4.3. Parts for commercial vehicles not mission capable which are not immediately available within the local area are source for price and availability from CONUS sources and purchased for direct shipment, if possible, within 16 duty hours after receipt of parts request.
- 4.4. Parts for vehicles not mission capable which are not immediately available from the local area or CONUS sources are placed on back order within 16 duty hours after receipt of parts request. These orders will be placed with the source that can best meet the RDD based upon price, timeliness, and quality.
- 4.5. Parts for vehicles which are mission capable (Deferred parts requests) are ordered for either immediate shipment or placed on back order for follow-on shipment within 24 duty hours after receipt of parts request, regardless of the source.
- 4.6. Price and availability for vehicles which are mission capable (Deferred parts requests) are accomplished and returned to the requester within 24 duty hours days after receipt of request.
- 4.7. Request for working stock, special shop tools, and equipment are purchased for either immediate shipment or back ordered for follow-on shipment within 48 duty hours after receipt of parts request, regardless of source.

Section B— Procedure

5. Parts Request Processing . The preferred method of submitting parts requests to the VPSO is by FAX or E-mail. Contact VPSO personnel regarding required information and format of parts request. Use of the IMPAC program is the standard operating procedure for the purchasing of vehicle parts and repair services totaling less than \$2,500 per single purchase. Expenditures exceeding \$2,500 are funded using an AF Form 616. Requests will be accepted by phone for emergencies, or when FAX or E-mail is not available, such requests require follow-up with a formal parts request for file purposes. All parts requests shall include an Approving Official signature and a "Not to Exceed" amount. Only designated Approving Officials for each flight can authorize VPSO IMPAC cardholders to expend the flight's funds

using IMPAC. Names of VPSO points of contacts, FAX numbers, E-mail addresses, and phone numbers will be provided to each using organization of VPSO. Requests for follow-ups will be submitted to the VPSO by FAX, E-mail, or by phone.

6. Shipments. Shipments to units will be made via Air Mobility Command (AMC) cargo flights or commercial express carrier small package 2nd day air shipments. The 3rd Transportation Squadron, Traffic Management Office will determine the best mode of shipment based on Required Delivery Date (RDD) for shipments originating from Elmendorf AFB. AMC cargo flights will be used when the RDD can be met and the cost is less than the commercial express carrier shipping cost, or the size of the package exceeds the commercial express carrier small package shipping criteria, i.e., wt. and cube. For shipments originating from CONUS sources, the VPSO will attempt to arrange direct shipment from the nearest AMC base or by commercial express carrier based upon the RDD and the overall cost to the Air Force. Parts that can not be shipped direct from CONUS sources will be shipped to the VPSO and reshipped to the requester by mode of shipment based upon the RDD.

6.1. For each shipment VPSO will provide the following advance documentation:

- TCN (Transportation Control Number) for AMC shipments or the commercial express carrier GBL number.
- List of all parts being shipped.
- Vehicle registration number and work order from the original parts request sheet.
- Point of shipment i.e. CONUS or Elmendorf AFB.
- Date of shipment.
- Affix the applicable MICAP, NMCS, 777 and/or 999 labels to shipments originating at Elmendorf AFB.

7. Core Charges and Returns. Core charges and return items are those, which when exchanged for new or rebuilt parts, result in a discounted price. Examples of the parts normally associated with a core charge are alternators, starters, radiators, and brake shoes. The core charge will be included on the invoice unless the core is available for exchange at the time of purchase. Core exchange items will not be shipped to VPSO without prior coordination. Core items with an exchange value of less than 100 dollars should be consolidated for returned to VPSO. Otherwise, marginal benefit is gained due to transportation costs. The VPSO will maintain a record of all outstanding core items. Core items sent to the requester in the original container must be returned in the original container to receive credit. VPSO personnel will identify the container as “Must return to receive core credit.”

8. Receipt of Wrong Parts.

8.1. Wrong Part Received: If, after coordination with VPSO, a requester was verified to have ordered the correct part, all efforts will be made to get credit for the part. If the vendor refuses to provide credit, the part should be added to the command residue listing. VPSO will minimize its use of vendor's with undesirable “return-for-credit” performance. NOTE: All parts returned for credit **MUST** be in the original packaging with a copy of the receipt attached.

8.2. Wrong Part Ordered: If a requester orders the wrong part and that part is received, the part cannot be returned for credit and should be added to the command residue listing.

9. Warranties : Warranties will be annotated on the original vendor invoice, and if necessary, on the original container. It is the responsibility of the requester to annotate warranty information and to track all warranty aspects in OLVIMS. The requester will provide VPSO the VIN and mileage of the vehicle the warranted part is installed on so this information can be relayed to the vendor to validate the warranty.

10. Repair of Subassemblies : Coordination with VPSO is required prior to shipping any assemblies for repair. All assemblies sent to the VPSO for contract repair will be accompanied by a parts request. Assemblies will be repaired and billed to the appropriate requester's IMPAC card. Any repairs that will exceed \$2,500 must be coordinated through the 3rd Wing Contracting Office and will require the requester to generate an AF Form 616 authorizing the VPSO Manager to have the assembly repaired. An AF Form 9 will be initiated by VPSO for repair of assembly. An authorization letter from the requester's Resource Advisor is required for any Form 9 transactions. After repairs are completed the assembly will be shipped back to the requester using the most efficient mode.

11. Purchase of Hazardous Materials : Hazardous Materials will only be purchased after the requester has coordinated with their servicing HAZMART/HAZMAT facility and it is annotated on the parts request. It is the requester's responsibility to ensure that all hazardous materials are used and disposed of IAW proper procedure. Any questions on these purchases should first be directed to the servicing HAZMART/HAZMAT facility.

12. VPSO Reports. VPSO, with the assistance of 3rd Transportation Squadron, Vehicle Maintenance Flight will make available a monthly transaction report of each organization having transactions during the month. VPSO will also make available to users a consolidated listing of all items (12 months of data if available) purchased to include the cost of each item at the time of purchase.

12.1. VPSO will make available monthly consolidated transaction report to HQ PACAF/LGTV with information requested by same.

12.2. VPSO IMPAC cardholders will mail and fax the IMPAC SOA to the Approving Official within one (1) duty day of receipt. The cardholder will retain a copy of the SOA for their IMPAC file.

Section C— Metrics

13. Why We Need to Measure. Regardless of structure and purpose, organizations must use objective means to judge their effectiveness and take necessary action to eliminate waste, promote efficiency, and improve performance. Metrics are a means to measure where an organization is against where it should be. If an area gets measured, it receives attention. To best support customers, an organization must know what is expected from it as well as how accurately those expectations are met.

14. External and Internal Measurement. There are essentially two types of measurements, external and internal. External measurement is how well an organization's customer perceives its performance, while internal measurement is an organization's analysis of how well it is doing.

14.1. External measurement. VPSO will develop a customer survey program as a means to scientifically obtain and analyze the customer's opinion of VPSO's service. The survey will contain a series of questions with ratings type answers.

14.2. Internal measurement. At a minimum, VPSO will use the goals depicted in paragraph 4 as areas for internal measurement to gauge its effectiveness in supporting the customer.

15. Format and Interval. All VPSO Metric presentations will be accomplished in Powerpoint using a Run Chart format as a means to provide trend analysis. All measurements will be developed on a monthly basis and will contain twelve months of data when available.

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